

**Amendments to the Specification:**

Please replace the paragraph beginning at page 14 line 16 through page 15, line 2, with the following rewritten paragraph:

In general, the routines executed to implement the embodiments of the invention, whether implemented as part of an operating system or a specific application, agent, component, program, object, module or sequence of instructions, or even a subset thereof, will be referred to herein as “computer program code,” or simply “program code.” Program code typically comprises one or more instructions that are resident at various times in various memory and storage devices in a computer, and that, when read and executed by one or more processors in a computer, cause that computer to perform the steps necessary to execute steps or elements embodying the various aspects of the invention. Moreover, while the invention has and hereinafter will be described in the context of fully functioning computers and computer systems, those skilled in the art will appreciate that the various embodiments of the invention are capable of being distributed as a program product in a variety of forms, and that the invention applies equally regardless of the particular type of signal bearing media used to actually carry out the distribution. Examples of signal bearing media include but are not limited to recordable type media such as volatile and non-volatile memory devices, floppy and other removable disks, hard disk drives, magnetic tape, and optical disks (e.g., CD-ROM’s, DVD’s, etc.), among others, and transmission type media such as digital and analog communication links.

Please replace the paragraph beginning at page 23 line 1, with the following rewritten paragraph:

For example, automated functionality may be utilized to either custom configure an agent from a plurality of modules, or in the alternative, select an agent from a pool of like agents, e.g., as described in U.S. Patent No. 6,192,354 and U.S. Patent Application Applications 08/826,107, 08/822,933, both filed on March 21, 1997 and U.S. Patent Application 09/100,595 filed on June 19, 1998, by Bigus et al. which are incorporated by reference herein. Furthermore, in some environments, the decision of whether a new agent needs to be created or selected from a pre-existing pool may be made automatically, with the creation of new agents performed as a manual process, e.g., using the agent builder component 114 of Fig. 4.